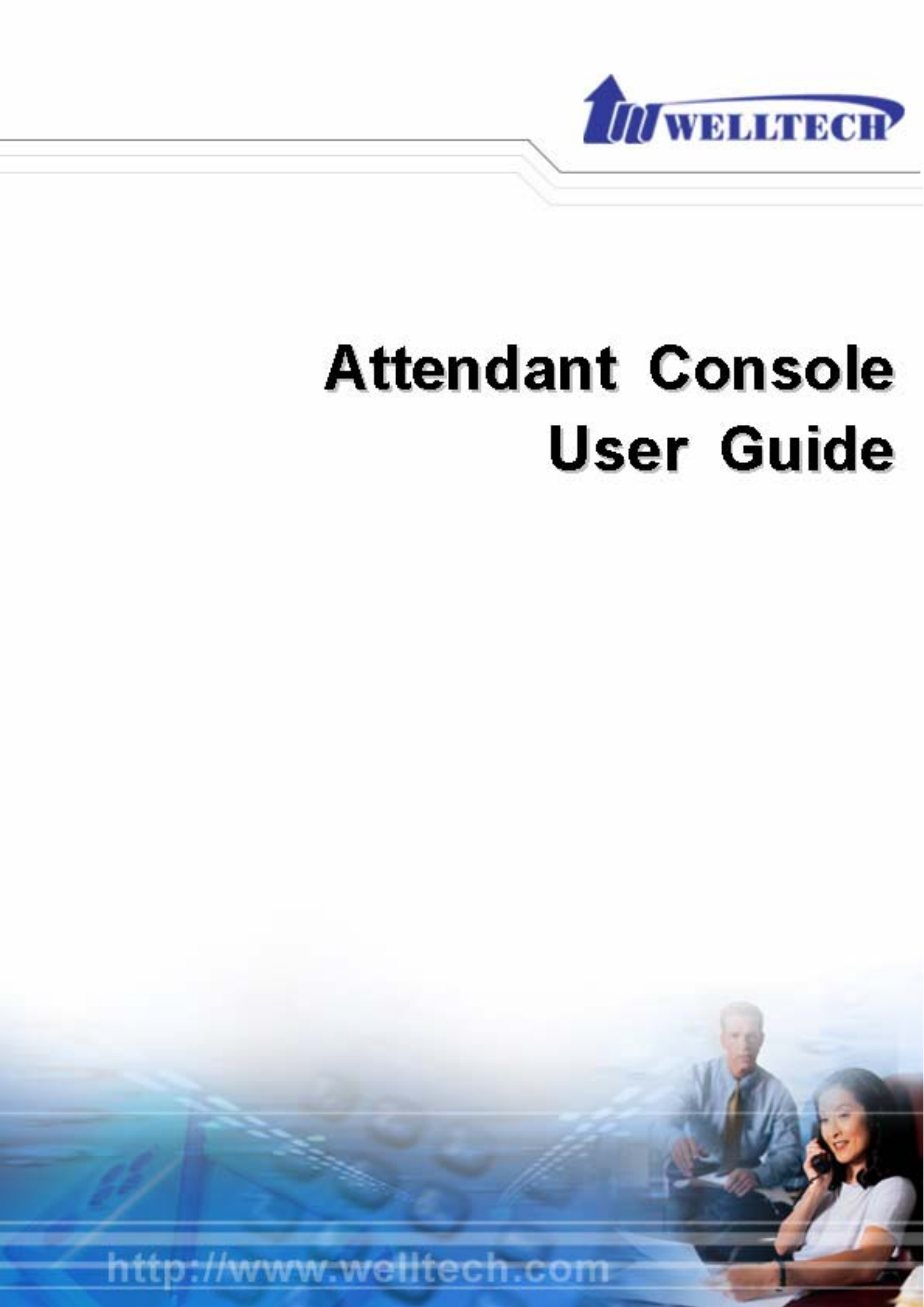
Attendant Console User Guide



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Chapter 1 Attendant Console Introduction

Attendant Console is an application for SIPPBX to play the role as a traditional attendant console for a company in VOIP world. It offers a convenience way to do the extension transfer, multiple queue calls, extension status etc which greatly improve the call service level and performance.

Features:

- Log on/off
- Answer and Release
- 16 simultaneously call queue
- Call Hold
- Blind Call Transfer
- Consultant Call Transfer
- Transfer to Mobile
- Transfer to Home
- Transfer to Voice Mail
- Call Park and Retrieve
- Automatic Retrieve Parked Call when Time out
- Extension status monitor
- Organization Tree
- Speed Name Query
- Sort by Name, Tel, Department

Recommended System Requirements:

Intel Pentium 4 or above
256 MB RAM
20 MB HD space
Headset/Microphone or Bluetooth Phone
Windows 2000/XP

Chapter 2 Attendant Console Installation

Step 1: Double click the setup icon and the System will pop-up the install shield wizard as figure 2.1, then following the wizard to continue installation.

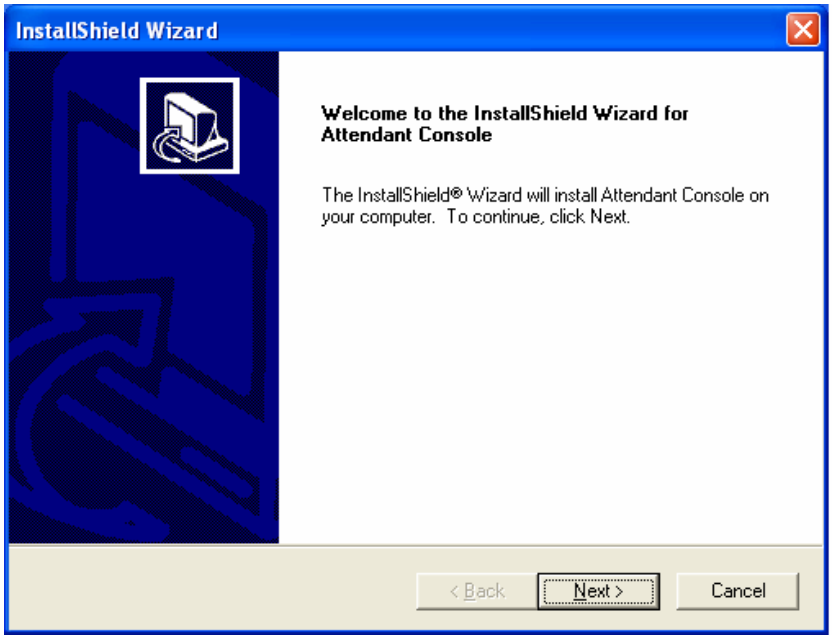
InstallShield Wizard
Welcome to the InstallShield Wizard for Attendant Console
The InstallShield® Wizard will install Attendant Console on your computer. To continue, click Next.
< Back
Next >
Cancel

Figure 2.1

Step 2: After finished installing Attendant Console on your computer, an icon will be shown on desktop as figure 2.2.

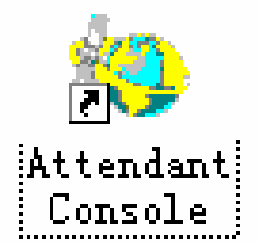

Figure 2.2

Chapter 3 Attendant Console Quick Start

After installed Attendant Console successfully, the first step is to set up the proxy and account.

Step 1: Double click the icon on the desktop to run Attendant Console, the screen will display as figure 3.1.

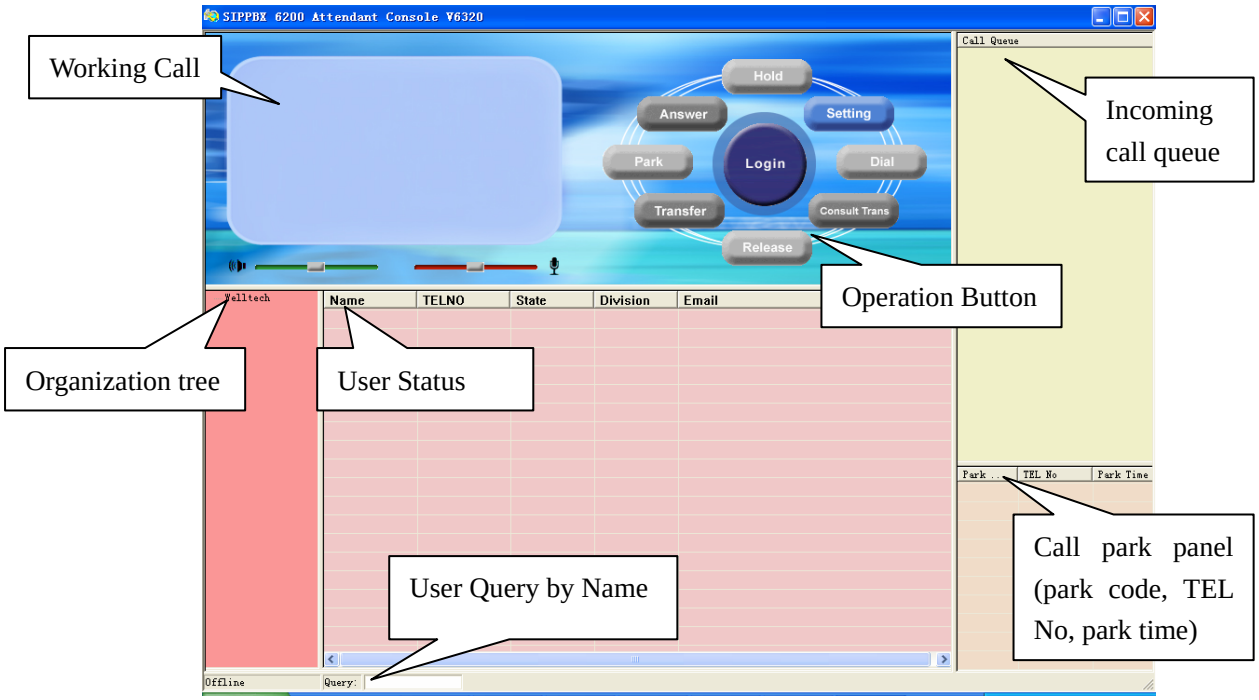

Figure 3.1

In the user status area, you can see the current extension/user real time status in either talk (busy) or idle (free). By select different department in organization tree area, you can see the different division's extension status.

Step 2: Click **Setting** button and select **Proxy** and enter SIPPBX 6200 IP address, port number and expire time. Click **Apply** and **OK** button as figure 3.2.

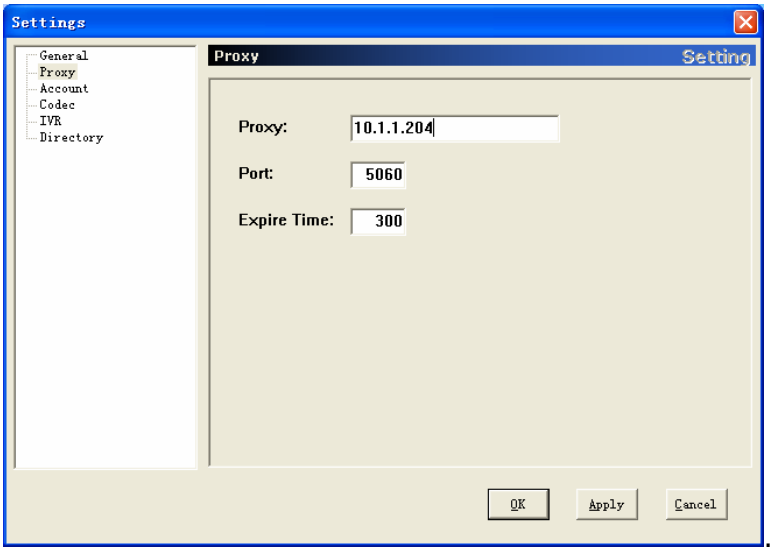

Figure 3.2

Step 3: Click **Account** selection and enter the deserved user account, TEL No and password, then click **Apply** and **OK** button as figure 3.3.

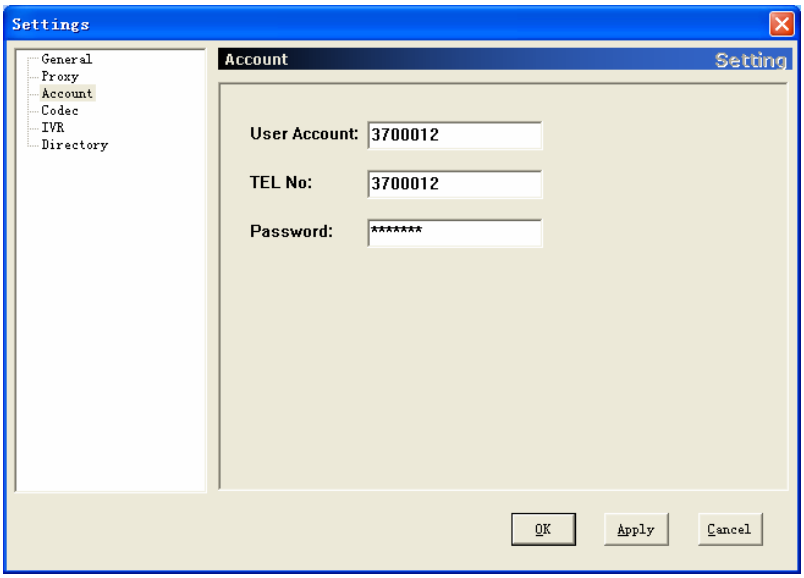

Figure 3.3

Step 4: Right click **Directory** selection and click **Add** button to create new division (You can also right click the division you created to do rename and delete operation), then you can add subscriber as figure 3.4, after click **Apply** and **OK** button to take effect, the screen will display as figure 3.5.

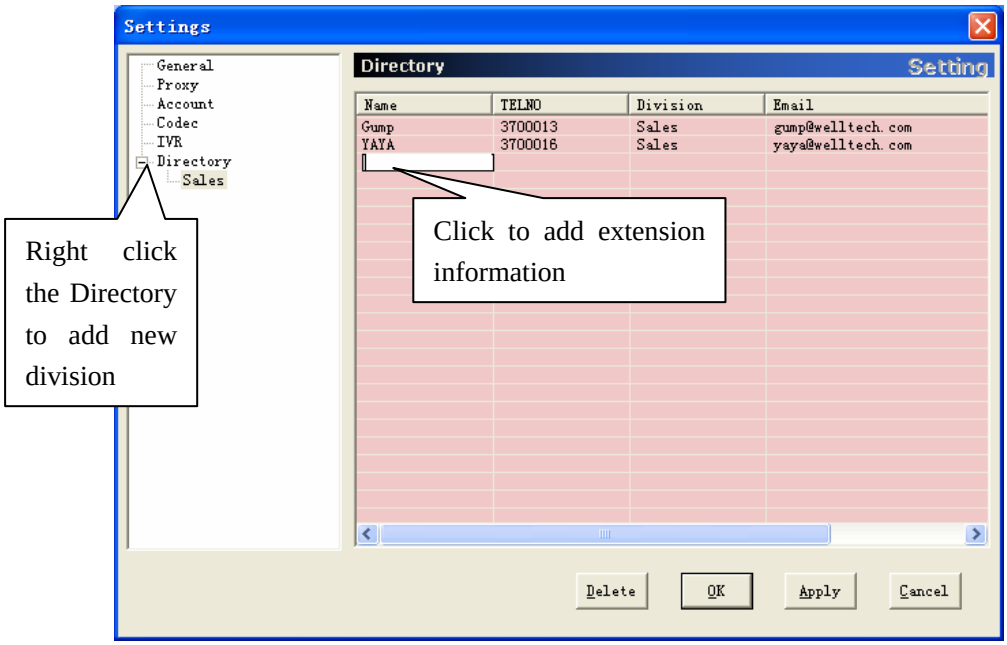

Figure 3.4

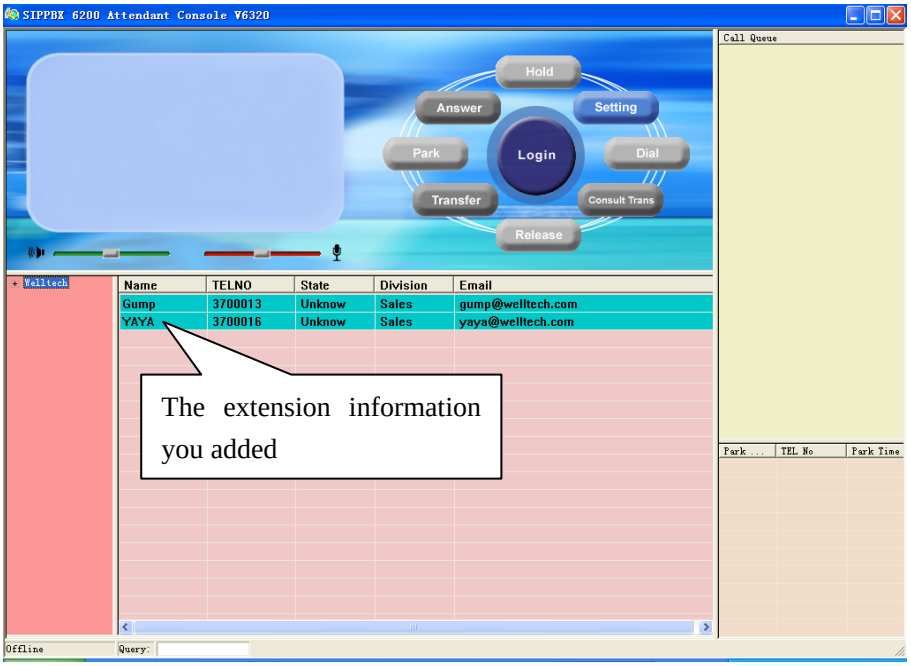

Figure 3.5

Step 5: Click

button to login the Attendant Console as figure 3.6.

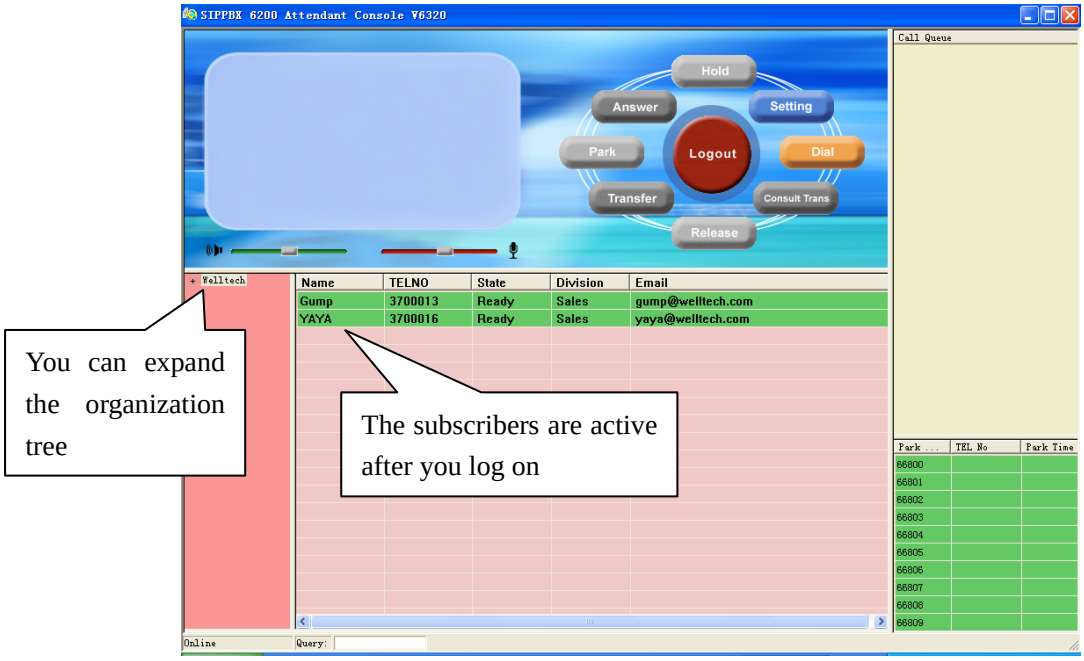

Figure 3.6

☺ Note: After configuration or changed any configurations, you need to click Apply and OK button to take effect.

Chapter 4 Operate Reference

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: Answer the incoming call, then the LCD screen will display as figure 4.1. If there are more than 2 calls in the incoming queue, click Answer to take first call in queue automatically. Or you can click the call item in queue to answer or retrieve.

Figure 4.1

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: (Please use the button after log on). Park incoming call. When the attendant click **Park** after answered an incoming call, the incoming call (in this case is 3700013) will be parked into park area for retrieving back by another extension as figure 4.2. Another user can dial the park code (in this case is 66800) to pick up the incoming call.

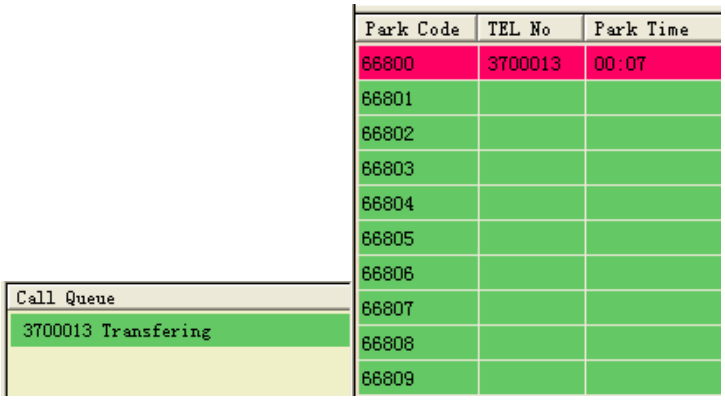

Figure 4.2

- Park Code: Park Area Code
- TEL No: Caller TEL being parked
- Park Time: Time of the TEL NO being parked

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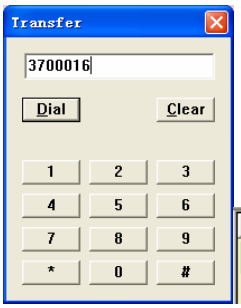
: (Please use the button after log on). Transfer incoming call. Click Transfer button and enter the TEL number you want to dial as figure 4.3. When transfer success, the Call Queue panel will display the completed information as figure 4.4.



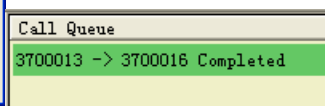


Figure 4.3 Figure 4.4

- Dial: Make Call
- Clear: Delete the last digit you entered

Another easy way to do the transfer, you can click the organization tree to check the extension status. If it is free, you can double click the user to do the transfer. If it is busy, you can right click to transfer to his voice mail or send a email to notice him as figure 4.5.

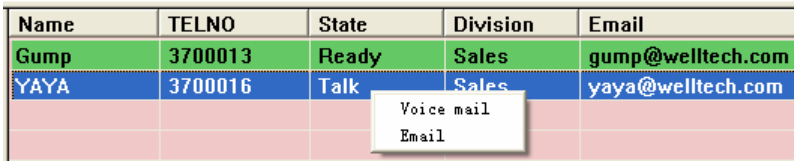


Figure 4.5

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: Disconnect the incoming call
-

: (Please use the button after log on). Transfer the incoming call before consult with the called party. Click **Consult Trans** button and enter the TEL number you want to transfer as figure 4.6, then you will connect to the called and the caller will be held in the Call Queue as figure 4.7. If the called agreed to receive the incoming call, you can click **Release** button to complete the transfer.

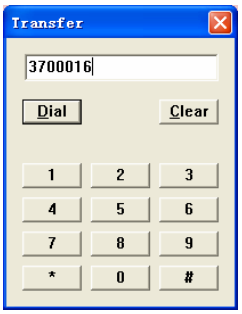

Figure 4.6

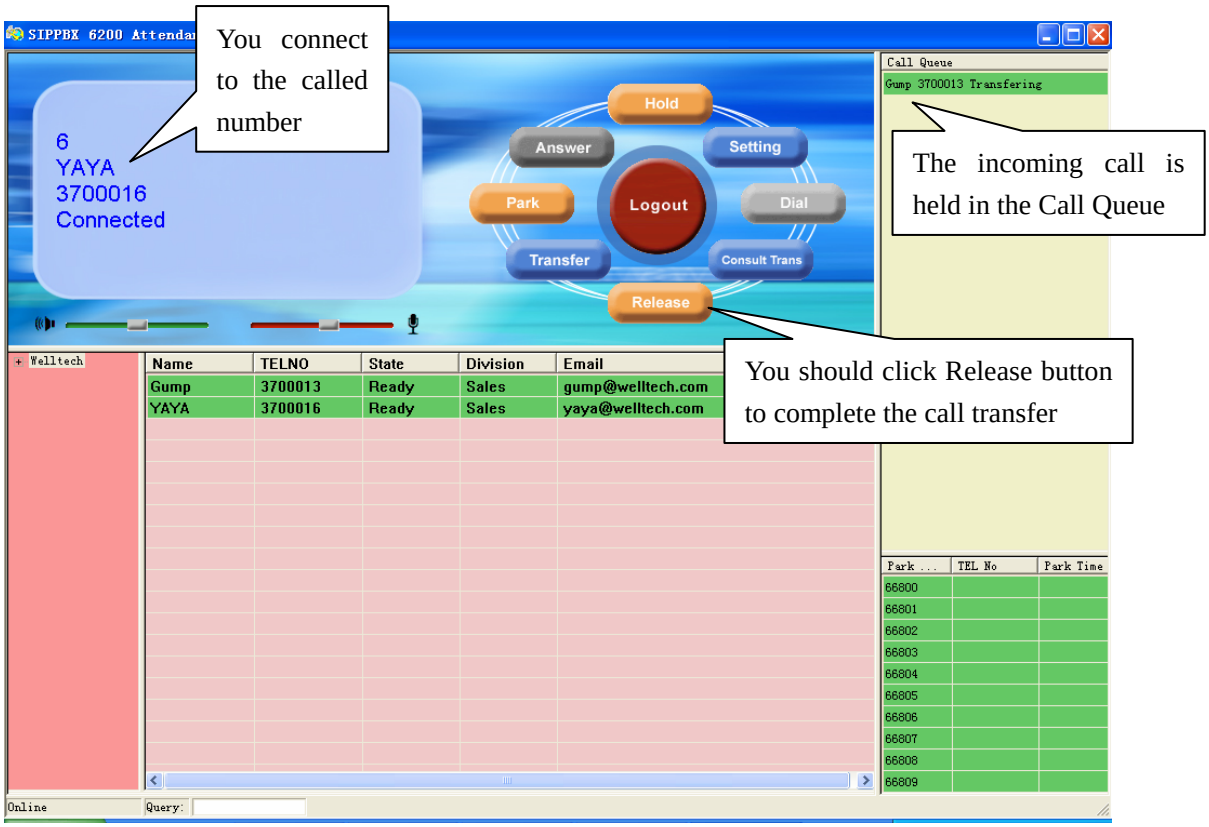

Figure 4.7

If there is a current call is working on working area, you can also do consult transfer by double click extension or right click > **Consult Trans** as figure 4.8.

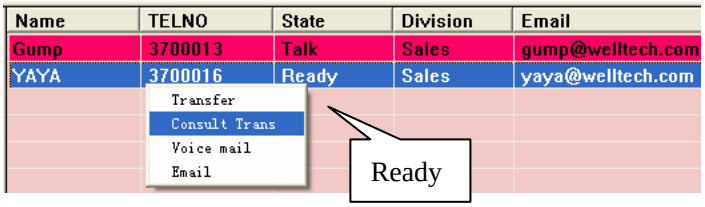

Figure 4.8

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: Make call. Click the button as figure 4.9.

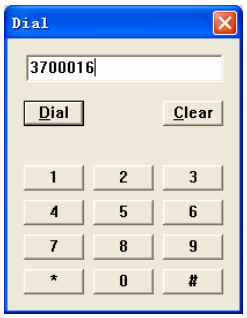

Figure 4.9

  - Dial: Make Call

- Clear: Delete the last digit you entered

If there is no current call in working area, you can do dial out operation by double click the extension or right chick > **Dial** as figure 4.10.

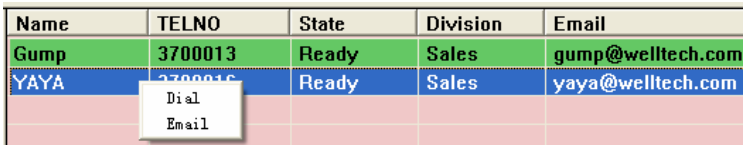

Figure 4.10

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: Please refer to ***Chapter 5 Settings Button***
-

: (Please use the button after log on). Hold the incoming call.

  The LCD will display as figure 4.11. Click the button again to retrieve the incoming call.

Figure 4.11

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: Login to service
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: Logout attendant console.

Chapter 5 Settings Button

- **General**

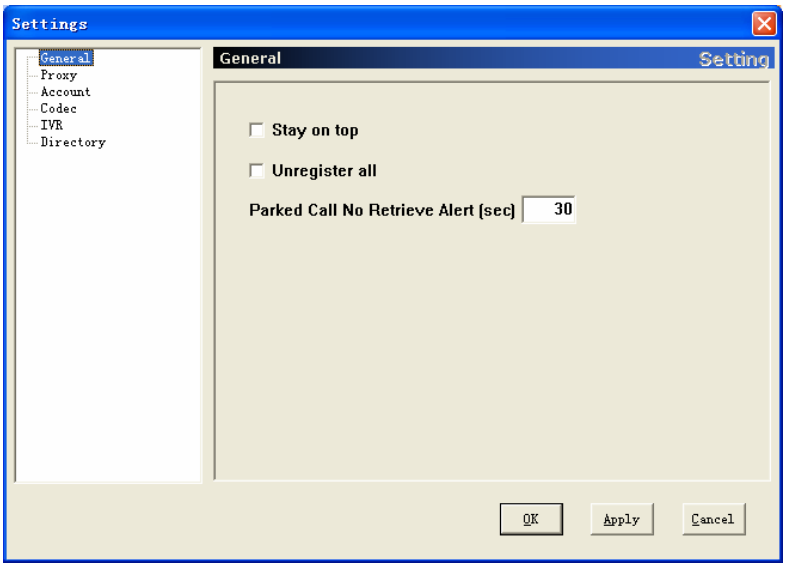

Figure 5.1

- Stay on top: Always keep the Attendant Console on top of screen
- Unregister all: When Attendant Console started, unregister all contacts for the user from SIPPBX 6200
- Parked Call No Retrieve Alert (sec): The max time for a call to be parked care. The attendant console will monitor it. If it is exceed the max time set here, an alert will pop up to tell Operator to process the call

- **Proxy**

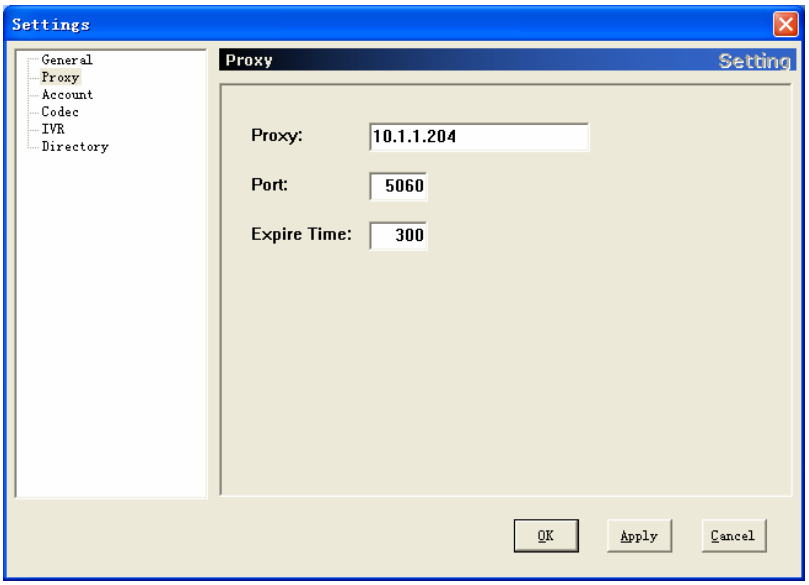

Figure 5.2

- Proxy: SIP proxy server
- Port: The local port on which the SIP service listened
- Expire Time: Time to Live value when register to proxy

- **Account**

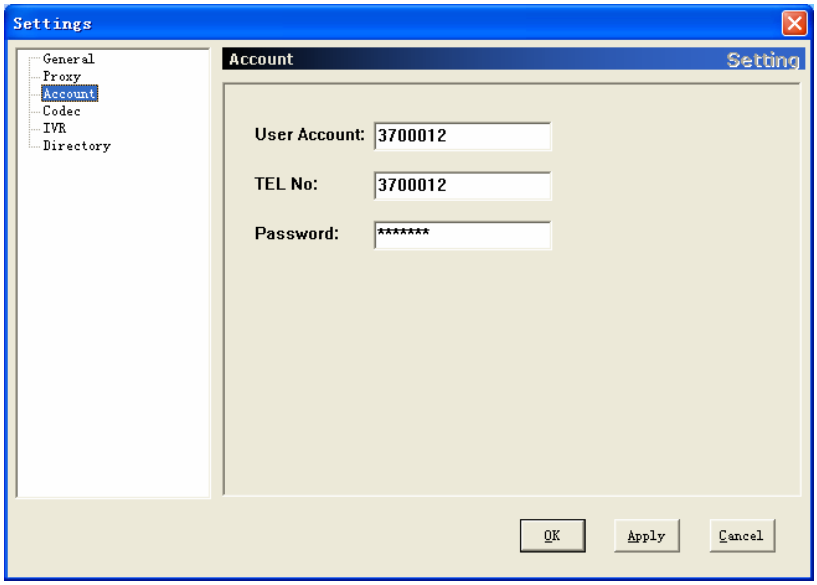

Figure 5.3

- User Account: Register used ID
- TEL No: Register TEL No
- Password: Register user password

- **Codec**

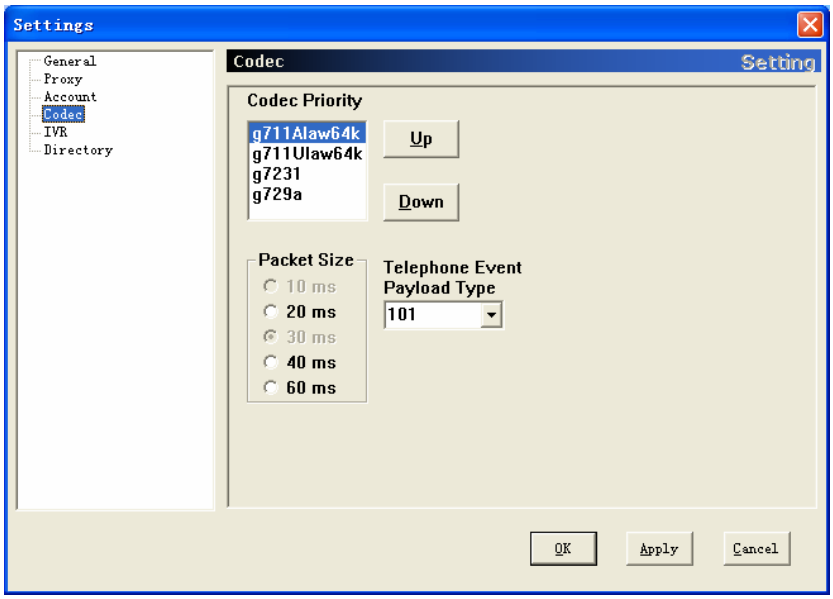

Figure 5.4

- Codec Priority: Priority of codec
  - Up: higher priority
  - Down: lower priority
- Packet Size: Packet size. It is recommended to have the following setting: G.723/30 ms, G.729/20 ms, G.711A/20 ms
- Telephone Event Payload Type: RFC2833 payload type (default is 101)

- **IVR**

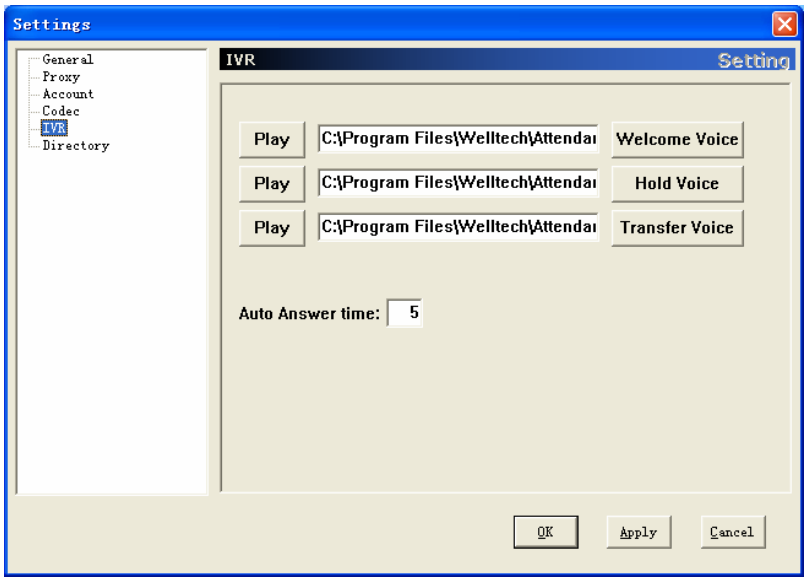

Figure 5.5

- Play: Play the voice file
- Welcome Voice: Browse and select another welcome voice file
- Hold Voice: Browse and select another hold voice file
- Transfer Voice: Browse and select another transfer voice file
- Auto Answer time: The max time to wait the Operator to answer the call. If it is exceed the timer, Attendant Console can answer the call automatically and play the Welcome message to the caller.

- **Directory**

You should right click the **Directory** selection and click **Add** button to create a new division as figure 5.6. And you can right click the division you created to do delete and rename operation as figure 5.7.

Figure 5.6

Figure 5.7

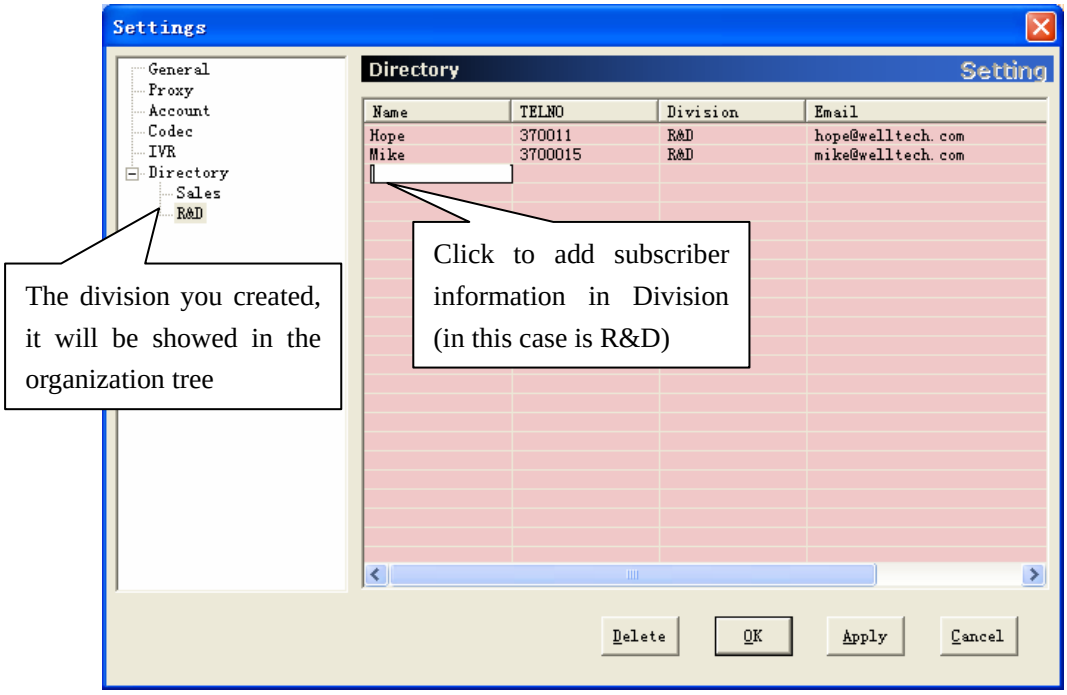

Figure 5.8

- Name: Subscriber name
- TELNO: Subscriber telephone number
- Division: The division subscriber belong to
- Email: Email address
- Delete: Delete the subscriber

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